DOCUMENT RESUME

ED 370 017 CG 025 347

AUTHOR Baumgartner, David
TITLE The Career Services Center Assessment Manual.
INSTITUTION Kent State Univ., Ohio.
PUB DATE [94]
NOTE 32p.
PUB TYPE Tests/Evaluation Instruments (160) -- Guides - General (050)

EDRS PRICE MF01/PC02 Plus Postage.
DESCRIPTORS Career Choice; Career Counseling; Career Development; Career Education; Career Exploration; *Career Guidance; *College Outcomes Assessment; *College Students; *Counseling Services; Education Work Relationship; Employment Patterns; Higher Education; Questionnaires; School Guidance; *Student Personnel Services; Surveys
IDENTIFIERS *Kent State University OH

ABSTRACT

This manual is a collection of assessment measures which provide Kent State University (KSU) staff with information about service, usage, satisfaction, and development of the Career Planning and Placement Center. The results of these assessments are collected during the year and reviewed over the summer. No data are presented here. Results are reported in separate documents or as part of the Annual Report and are shared with interested individuals from various departments. The following questionnaires are reproduced in this manual: (1) The Annual Graduate Survey, which assesses the career status of recent graduates; (2) The Employer Survey, which asks employers to evaluate KSU graduates in their employ; (3) Annual Student User Survey, a telephone survey where seniors rate services provided by the career office; (4) Weekly Monitor, which assesses the number of visitors to the Services Center; (5) Student Interview Evaluation; (6) Recruiter Evaluation Form; (7) Career Course Questionnaire (Pre and Post Test), which measures career course success; (8) Career Exploration Course Evaluation; (9) Workshop and Outreach Evaluation Forms; (10) Counseling Session Intake Form, which records the outcomes of counseling appointments; and (11) Counseling Session Evaluation Form. (RJM)

****
* Reproductions supplied by EDRS are the best that can be made *
* from the original document. *
****

ED 370 017

"PERMISSION TO REPRODUCE THIS MATERIAL HAS BEEN GRANTED BY

D. Baum Gartner

TO THE EDUCATIONAL RESOURCES INFORMATION CENTER (ERIC)."

U.S. DEPARTMENT OF EDUCATION
Office of Educational Research and Improvement
EDUCATIONAL RESOURCES INFORMATION CENTER (ERIC)

☐ This document has been reproduced as received from the person or organization originating it.

☐ Minor changes have been made to improve reproduction quality.

• Points of view or opinions stated in this document do not necessarily represent official OERI position or policy.

THE CAREER SERVICES CENTER

ASSESSMENT MANUAL

BEST COPY AVAILABLE

CG025347

THE CAREER SERVICES CENTER

ASSESSMENT MANUAL

DAVID BAUMGARTNER Ph.D

INTRODUCTION

The Career Planning and Placement Assessment Manual is a collection of tools that provide information to the staff about service, usage, satisfaction, and development. The results of these assessments are collected during the year and reviewed over the summer. The various outcomes are reported in separate documents or as part of the Annual Report. These documents are shared with interested individuals from various departments.

TABLE OF CONTENTS

	Section
Introduction	
The Annual Graduate Survey	1
The Employer Survey	2
The Annual Student User Survey	3
Weekly Monitor	3
The Student Interview Evaluation Form	4
The Recruiter Evaluation Form	5
The Career Course Questionnaire (Pre and Post Test)	6
The Career Exploration Course Evaluation	6
Program Evaluation Form	7
Counseling Session Intake	8
Counseling Session Evaluation Form	8

Title: **The Annual Graduate Survey**

Respondents: Recent graduates of KSU

Purposes:

1. Provides information useful in career decision-making for students and alumni.
2. Provides information for academic and faculty advisors.
3. Provides information and feedback to academic departments.
4. Serves as a resource document for students, alumni, and faculty, whereby salaries, job titles, employers et cetera can be researched for various majors and occupational clusters.
5. Meets proposed Federal and accrediting agency guidelines.
6. A method of maintaining contact with students and providing support after graduation.

Methods: Questionnaire
Direct Inquiry

Sample Size: 2,000 - 3,000

THE ANNUAL GRADUATE SURVEY QUESTIONNAIRE
The Career Planning and Placement Center

— Complete
— Partial
— Relative

Please answer each question as completely as possible.

Background Information

Name_____

Street & Number_____

City_____ State_____ Zip Code_____

Phone (___)_____

Male_____ Female_____ Age_____ Married_____ Single_____

Asian_____ African American_____ Caucasian_____ Hispanic_____ Other_____

Major_____

Degree (circle one) BA BS BGS BBA MBA MSW MS MA MED MAT PhD Other_____

Employment Information

I am: Employed full-time_____ Employed part-time_____
Continuing my education full-time_____ or part-time_____
In the military_____
Not looking for a job_____
Unemployed_____
Other (please specify)_____

I am employed by _____

My employer's address is _____
_____

My job title is _____

My starting salary is _____per year

BEST COPY AVAILABLE

GRAD

I am continuing my education full-time_____ or part-time _____ at:

School/university/college _____

Address _____

_____

My course of study is: _____

My career goal is: _____

Did you have a job when you graduated? Yes_____ No_____

How many months did it take you to find employment after graduation?

Circle one: 1 2 3 4 5 6 7 8 9 10 11 12 other_____

At this point in your life are you satisfied with your career? Yes_____ No_____

How many times (X) did you use CPPC? (circle one)

1x 2x 3x 4x 5x or more

How did you learn of your present position?

CPPC (Placement Center)_____ Your College/School_____ Newspaper_____

Search Firm_____ Friends_____ Other_____

Would you like a professional staff person from the CPPC and your college/school to contact you about your career? Yes_____ No_____

Title: **The Employer Survey**

Respondents: Employers of Kent State University graduates

Purposes:

1. Looks at the value of special coursework as a function of job performance.

2. Looks at the value of special traits in reference to the positions held by the employee and how important each trait is to job performance.

3. Compares Kent State University graduates (employees) to others.

Method: Questionnaire

Sample Size: 500

KENT STATE UNIVERSITY
CAREER PLANNING AND PLACEMENT CENTER
AND THE OFFICE OF ACADEMIC ASSESSMENT AND EVALUATION SERVICES
EMPLOYER SURVEY

In this Questionaire you will be asked about the job performance of Kent State University graduates whom you employ. This survey does not pertain to a certain individual; only graduates in general. Be assured that in no way will your responses be associated with you, your company, or your employee(s).

---

1. When you think about this employee's current position, **how valuable** is each of the following areas of preparation to successful job performance of a person who holds this position now. Will each area be more or less valuable for a person holding this job **five years from now**? Please Circle the number of your response.

	Value to a person holding this position now			Value to a person holding this position 5 years from now		
	Not at all Valuable	Somewhat Valuable	Very Valuable	Less Valuable	More Valuable	Extremely Valuable
a. Courses in Business	1	2	3	1	2	3
b. Courses in foreign languages	1	2	3	1	2	3
c. Courses in humanities (English, philosophy, etc.)	1	2	3	1	2	3
d. Courses in social sciences (psychology, history, etc.)	1	2	3	1	2	3
e. Courses in mathematics	1	2	3	1	2	3
f. Courses emphasizing oral and written communication skills	1	2	3	1	2	3
g. Courses specific to the area of employment	1	2	3	1	2	3
h. General work experience	1	2	3	1	2	3
i. Specific paid work experience in this field or profession	1	2	3	1	2	3
j. An internship, co-op, or field experience	1	2	3	1	2	3
k. Involvement in professional association	1	2	3	1	2	3
l. Computer experience	1	2	3	1	2	3
m. Extracurricular activities	1	2	3	1	2	3
n. Knowing how to use the library to gather information	1	2	3	1	2	3
o. High grade point average	1	2	3	1	2	3

BEST COPY AVAILABLE

2. Please assess in two ways the following traits in reference to the position held by this employee. How important is each trait to successful job performance? Compared to others, please rate this employee's performance.

	Importance to successful job performance of a person holding this position.			This employee's performance compared to others you have employed in similar positions.			
	Not important	Somewhat important	Very important	Poor	Fair	Good	Excellent
a. Planning projects	1	2	3	1	2	3	4
b. Speaking effectively	1	2	3	1	2	3	4
c. Writing effectively	1	2	3	1	2	3	4
d. Reading effectively	1	2	3	1	2	3	4
e. Listening effectively	1	2	3	1	2	3	4
f. Defining problems	1	2	3	1	2	3	4
g. Solving problems	1	2	3	1	2	3	4
h. Thinking creatively	1	2	3	1	2	3	4
i. Working cooperatively	1	2	3	1	2	3	4
j. Adjusting to new job demands	1	2	3	1	2	3	4
k. Being dependable and on time	1	2	3	1	2	3	4
l. Working with people from diverse backgrounds	1	2	3	1	2	3	4

1. Overall, how satisfied do you think this employee is with the type of work he/she is doing?
1 Very Dissatisfied 2 Dissatisfied 3 Satisfied 4 Very Satisfied

2. Overall, how satisfied do you think this employee is with his/her pay?
1 Very Dissatisfied 2 Dissatisfied 3 Satisfied 4 Very Satisfied

3. Overall, which of the following best describes this employee's job performance?
1 Poor 2 Fair 3 Good 4 Excellent

4. Would you hire this employee again for the same position, now that you have worked with him/her?
1 Definitely not 2Probably Not 3 Probably 4 Definitely

5. Would you recommend this employee for a promotion, now that you have worked with him/her?
1 Definitely not 2Probably Not 3 Probably 4 Definitely

6. Overall, how do you this employee's general education (obtained in courses in social science, science, math, and English) compares with that of other employees in comparable positions?
1 Poor 2 Fair 3 Good 4 Excellent 5 No Opinion

7. Overall, how does this employee's quality of education in his/her area of specialization (or major) compare with that of other employees in comparable positions?
1 Poor 2 Fair 3 Good 4 Excellent 5 Major Not Relevant in this Job

8. Overall, to what extent doe this employee possess the characteristics you would expect from a college graduate?
1 Does Not Meet My Expectations 2 Meets My Expectations 3 Exceeds My Expectations

BEST COPY AVAILABLE

Title: **Student User Survey**

Respondent: Seniors

Purposes:

1. Evaluate services provided by the office
2. Collect positive information and constructive criticism
3. Maintain contact with students.

Method: Direct Inquiry (telephone survey)

Sample Size: 200 - 750

STUDENT USER SURVEY

Please CIRCLE your answer to the following:

1. Number of times you visited the Career Planning and Placement Center

1 2 3 4 5 6 7 8 9 10 More

	LOW				HIGH
2. Quality of Workshops	1	2	3	4	5
3. Quality of Counseling	1	2	3	4	5
4. Professionalism of Staff	1	2	3	4	5
5. Quality of Resources (Library)	1	2	3	4	5
6. Courteous Service	1	2	3	4	5

7. Would you recommend CPPC to a friend?	YES	NO
8. Are you better off because you used the Career Planning & Placement Center?	YES	NO
9. In your opinion, do you think there is an adequate number of staff at CPPC?	YES	NO

Positive Statements

Constructive Criticism

Title: **Weekly Monitor**

Respondents: Freshmen, Sophomores, Juniors, Seniors, Alumni, Graduate Students, Employers and others.

Purposes:

1. Assess the number of visitors to the Career Planning & Placement Center.

2. Break down of users.

Method:

1. One day per week, office visitors are asked their class standing, or if they are Graduate students, Alumni, or other. A tally is made of these responses. The weekly monitor day rotates each week, (ie. Monday one week, Tuesday the next week, and so on).

Sample: 5,000 - 7,000

Title: **Student Interview Evaluation**

Respondents: On-Campus Recruiting Interviewees

Purposes:

1. Discover students' satisfaction with CPPC services.
2. Collect information on the on-campus interviews.

Method: Student fills out questionnaire after interview.

Sample Size: 3,000 - 5,000

KENT STATE UNIVERSITY
CAREER PLANNING AND PLACEMENT CENTER

STUDENT INTERVIEW EVALUATION

	STRONGLY DISAGREE	DISAGREE	NEUTRAL	AGREE	STRONGLY AGREE
1. The interview was what I expected.	1	2	3	4	5
2. The interviewing facilities were comfortable.	1	2	3	4	5
3. The CPPC staff were cooperative and helpful.	1	2	3	4	5
4. Overall, I was prepared for the interview.	1	2	3	4	5
5. Academically, I was prepared for my interview.	1	2	3	4	5
6. My knowledge of the organization was good.	1	2	3	4	5
7. My career goals are well defined.	1	2	3	4	5
8. My communication skills during the interview were good.	1	2	3	4	5
9. I responded well to the interviewer's questions.	1	2	3	4	5
10. I was appropriately dressed.	1	2	3	4	5
11. Various CPPC workshops and programs helped prepare me for the interview.	1	2	3	4	5

12. On-Campus recruiting has been helpful in a variety of ways.	1	2	3	4	5
13. I would recommend CPPC to others.	1	2	3	4	5
14. I would recommend On-Campus recruiting to others.	1	2	3	4	5
15. As a result of this interview, I am interested in the position.	1	2	3	4	5
16. At the end of the interview I had a clear idea of what the next step in the process was.	1	2	3	4	5
17. I was nervous.	1	2	3	4	5
18. The interviewer made me feel comfortable.	1	2	3	4	5
19. The interview was a good experience.	1	2	3	4	5

Please list any questions you were asked which you thought were inappropriate.

Your College/School_____ Your Major_____

Please circle the appropriate category:

You are WHITE BLACK ASIAN OTHER (Please specify)_____

You are MALE FEMALE

Thenk you for your valuable input!! Please leave this form with the receptionist.

Title: **Recruiter Evaluation Form**

Respondents: Recruiters that interview students in the On-Campus Recruiting Program.

Purposes:

1. To obtain feedback on the Career Planning & Placement Center services to recruiters.

2. To obtain feedback on the student interviewees.

Method: Questionnaire is filled out by employer after interviews with students.

Sample Size: 200 - 300

KENT STATE UNIVERSITY
CAREER PLANNING AND PLACEMENT CENTER
RECRUITER EVALUATION FORM

We would appreciate your completing this evaluation form. The information you provide will help us analyze our services and make future improvements.

	Poor 1	Below Average 2	Average 3	Above Average 4	Excellent 5
1. Coordination of Pre-Visit Arrangements.					
2. Comfort of Interviewing facilities.					
3. Cooperation of Placement Center Staff.					
4. Students' Overall Preparation for Interview.					
5. Students' Academic Preparation.					
6. Students' Knowledge of Organization.					
7. Students' Clarity of Career Goals.					
8. Students' Communication Skills.					
9. Students' Ability to Respond to Questions.					
10. Appropriateness of Students' Dress.					
11. Overall Rating of KSU Placement Center Relative to Other Schools.					

12. Additional Comments Or Suggestions:

Title: **Career Exploration Course Pre & Post Test**

Respondents: Career Exploration Course students

Purpose: 1. To measure career course success.

Method: The test is given prior to the career course, and again at the end of the 14-week course.

Sample Size: Number of students enrolled in the career course per semester.

BEST COPY AVAILABLE

CAREER PLANNING AND PLACEMENT CENTER QUESTIONNAIRE

PART I

Please supply the following information as accurately as possible:

Age _____ Sex _____ Race _____ Marital Status _____

ACT score _____ SAT score _____

Number of credits completed (approx.) _____ Major _____
(If undecided, please indicate)

When did you declare a major? (e.g., junior year) _____

Cumulative GPA _____ GPA in major _____

Please check one: I am a

_____ Freshman _____ Sophomore _____ Junior _____ Senior

_____ Alumnus _____ Other _____
(specify)

Please check all the Career Planning and Placement Center services you have used or are currently using. NOTE: DO NOT INCLUDE CAREER COURSE.

_____ Career Counseling
_____ Skill Identification
_____ Information on full-time jobs
_____ Information on part-time jobs and/or internships
_____ Resume Writing Workshop
_____ Job Search Workshop
_____ Credential Service
_____ Residence Hall Program
_____ Career Library
_____ Interviewing Workshop
_____ Employer Contacts
_____ On-Campus Recruiting
_____ Drop-In
_____ Other _____
(Please specify)

When I think of my career, some of my concerns are _____

_____

_____

_____

_____

BEST COPY AVAILABLE

CAREER PLANNING AND PLACEMENT CENTER QUESTIONNAIRE

PART II

This questionnaire contains statements that you may or may not agree with. Please indicate how strongly you agree with each statement by ranking it on a scale of 1 to 4 as follows:

Please circle: (1) if you strongly agree
(2) if you agree
(3) if you disagree
(4) if you strongly disagree

	Strongly agree	Agree	Disagree	Strongly disagree
1. I know what I'm good at doing.	1	2	3	4
2. I have many employable skills.	1	2	3	4
3. I have enough self-confidence.	1	2	3	4
4. I tend to keep trying when I run into a roadblock.	1	2	3	4
5. I have the ability to do what I really want to do.	1	2	3	4
6. My career matches (or will match) who I am as a person.	1	2	3	4
7. I want to earn a lot of money.	1	2	3	4
8. I want to have some power.	1	2	3	4
9. Most jobs involve primarily working with people or things or data. I'm clear about which I prefer.	1	2	3	4
10. I'm majoring (or will major) in something I really like.	1	2	3	4
11. I have the money I need to get into the career I want.	1	2	3	4
12. I'm clear about which careers interest me and which do not.	1	2	3	4
13. I have knowledge of many of the majors available at KSU.	1	2	3	4

BEST COPY AVAILABLE

	Strongly agree	Agree	Disagree	Strongly disagree
14. I need information about careers.	1	2	3	4
15. I know what kind of career I can have, using my major.	1	2	3	4
16. I am satisfied with the career help I've received from my advisor and/or professors.	1	2	3	4
17. I understand the basics about jobs and careers.	1	2	3	4
18. I know what I need to do to be qualified.	1	2	3	4
19. I know where to find information about jobs in my field.	1	2	3	4
20. Thinking about careers is a high priority for me right now.	1	2	3	4
21. I know what decision(s) I have to make now so that I can eventually find a career for me.	1	2	3	4
22. I am very good at making decisions.	1	2	3	4
23. I can find the perfect career for me.	1	2	3	4
24. I want this decision about a major/career to be my own.	1	2	3	4
25. I chose (or will choose) my major because I am good at it.	1	2	3	4
26. I'm well on my way to choosing a career.	1	2	3	4
27. Even though no one is pressuring me, I feel I have to decide soon.	1	2	3	4
28. Making any important decision, including choosing a career, makes me uptight.	1	2	3	4

BEST COPY AVAILABLE

	Strongly agree	Agree	Disagree	Strongly disagree
29. I need to get experience related to my career.	1	2	3	4
30. I feel able to write a resume.	1	2	3	4
31. I have lots of things to put in my resume.	1	2	3	4
32. I feel confident in my interviewing skills.	1	2	3	4
33. I know how to fill out job applications and/or write cover letters to emphasize my strengths.	1	2	3	4
34. I know what services the Career Planning and Placement Center provides to help me find a position.	1	2	3	4

1/93

BEST COPY AVAILABLE

Title: **Career Exploration Course Evaluation**

Respondents: Career Exploration Course students

Purpose: To obtain specific feedback from students about the Career Exploration Course

Method: Student fills out an anonymous questionnaire following the 14-week course.

Sample Size: Number of students enrolled in career course per semester.

BEST COPY AVAILABLE

CAREER EXPLORATION COURSE EVALUATION

SEMESTER/YEAR:_____

INSTRUCTOR:_____

I. This course was:

1) Very Helpful 2) Helpful 3) Somewhat Helpful 4) Of Little Value

II. Compared to other courses at KSU, I feel this course was:

1) More Valuable 2) About the Same Value 3) Less Valuable

III. The amount of homework was:

1) Too much 2) About the Right Amount 3) Too Little

IV. The instructor was:

1) Very Helpful 2) Helpful 3) Somewhat Helpful 4) Of Little Value

V. The course should be offered for:

1) 4 credits 2) 3 credits 3) 2 credits 4) 1 credit 5) No credits

VI. The course met for:

1) Too Much Time 2) The Right Amount of Time 3) Too Little Time

VII. Would you recommend this course to a friend?

Yes No

Your personal comments are extremely important to us. Please fill out the following sections as completely and honestly as you can.

Comments on the quality of instruction: _____

_____

_____

_____

Comments on the quality of class and group discussions: _____

_____

_____

_____

Comments on the relevancy of the course content: _____

_____

_____

_____

Comments on the effect this course has had on your personal and career choices: _____

_____

_____

_____

BEST COPY AVAILABLE

Title: **Workshop and Outreach Evaluation Forms**

Respondents: Workshop and Outreach attendees

Purpose: 1. Feedback on workshop content and effectiveness.

Method: Attendees fill out form and hand in when they leave presentation.

Sample Size: 4,000 - 5,000

Kent State University
The Career Planning and Placement Center

Workshop Title_____ **Date**_____

Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
1	2	3	4	5

Please circle appropriate number.

The information was significantly useful.

1 2 3 4 5

The presenter was effective.

1 2 3 4 5

This workshop was worthwhile.

1 2 3 4 5

Overall rating of workshop.

Poor Excellent

1 2 3 4 5

Feel free to make additional comments on the back.
Thank you for participating in this workshop and filling out this evaluation form!

Kent State University
The Career Planning and Placement Center

Workshop Title_____ **Date**_____

Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
1	2	3	4	5

Please circle appropriate number.

The information was significantly useful.

1 2 3 4 5

The presenter was effective.

1 2 3 4 5

This workshop was worthwhile.

1 2 3 4 5

Overall rating of workshop.

Poor Excellent

1 2 3 4 5

Feel free to make additional comments on the back.
Thank you for participating in this workshop and filling out this evaluation form!

Kent State University
The Career Planning and Placement Center

Workshop Title_____ **Date**_____

Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
1	2	3	4	5

Please circle appropriate number.

The information was significantly useful.

1 2 3 4 5

The presenter was effective.

1 2 3 4 5

This workshop was worthwhile.

1 2 3 4 5

Overall rating of workshop.

Poor Excellent

1 2 3 4 5

Feel free to make additional comments on the back.
Thank you for participating in this workshop and filling out this evaluation form!

Kent State University
The Career Planning and Placement Center

Workshop Title_____ **Date**_____

Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
1	2	3	4	5

Please circle appropriate number.

The information was significantly useful.

1 2 3 4 5

The presenter was effective.

1 2 3 4 5

This workshop was worthwhile.

1 2 3 4 5

Overall rating of workshop.

Poor Excellent

1 2 3 4 5

Feel free to make additional comments on the back.
Thank you for participating in this workshop and filling out this evaluation form!

Title: **Counseling Session Intake Form**

Respondents: CPPC Counselors

Purposes:

1. To collect information from counselors.
2. To document the visit.
3. To record outcomes of counseling appointment.

Method: Counselee fills out form prior to visit. Counselor completes form after visit.

Sample Size: 1,000

KENT STATE UNIVERSITY
CAREER PLANNING AND PLACEMENT CENTER
COUNSELING SESSION INTAKE

TODAY'S DATE:_____

NAME: _____ STUDENT/SOC.SEC. NUMBER:_____

STREET ADDRESS: _____ APARTMENT/BOX #:_____

CITY: _____ STATE: _____ ZIP CODE: _____

HOME TELEPHONE #: _____ WORK TELEPHONE #: _____

CHECK ONE: ( ) Male ( ) Female

YEAR IN SCHOOL (Please check one): ( ) Freshman ( ) Junior ( ) Graduate Student
( ) Sophomore ( ) Senior ( ) Alumni/ae

Honors Student: ____Yes ____No

GPA: _____

Graduation Date: _____

Academic Major: _____ Desired Academic Major: (if applicable)_____

RESIDENCE HALL STUDENT: ___ Yes ___ No (If yes, please indicate which hall): _____

RACIAL BACKGROUND (Please check one):
( ) African-American ( ) Caucasian ( ) Hispanic ( ) Native American
( ) Asian ( ) Other (Please specify): _____

AGE: _____

REASONS FOR SCHEDULING APPOINTMENT (Please check all that apply):

( ) Undecided about Major
( ) Undecided about Career-Need Career Info.
( ) Information on CPPC workshops/services
( ) Orientation to Career Library
( ) Information on Career Exploration Course
( ) Cover Letter/Application Assistance
( ) SIGI Plus Follow-up
( ) Need Information on On-Campus Recruiting
( ) Need Information on Graduate School
( ) Resume Assistance
( ) Interviewing Skills
( ) Mock Interview
( ) Job Search Information/Employer Contacts
( ) Need Information on Internships
( ) Career Testing
( ) Need Information on Credentials Service

HOW DID YOU HEAR ABOUT THE CAREER PLANNING AND PLACEMENT CENTER? (Please check all that apply):

( ) Newspaper Article ( ) Faculty/Academic Advisor ( ) Student Organization Meeting
( ) Family Member ( ) Undecided Student Program ( ) Another Student/Alumnus
( ) Flier on Campus ( ) Attended Residence Hall Program ( ) University Administrator

CPPC USE ONLY

DATE OF APPOINTMENT: _____ TIME OF APPOINTMENT: _____
COUNSELOR NAME: _____ COMPLETED BY: _____

Title: **Counseling Session Evaluation Form**

Respondents: Counselees

Purpose: 1. To evaluate counseling service.

Method: Counselee is asked to complete after session.

Sample Size: 1,000 - 1,500

Kent State University
The Career Planning and Placement Center
Counseling Session Evaluation

Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
1	2	3	4	5

Please circle appropriate number.

The counselor was caring.
1 2 3 4 5

I felt the service was professional in nature.
1 2 3 4 5

I was given resources and direction.
1 2 3 4 5

I felt good that I came to CPPC.
1 2 3 4 5

I would recommend this service to fellow students.
1 2 3 4 5

Additional Comments (Use back if necessary):

Counselor's Name:

_____

Date of Appointment:

_____

Your Name (optional):

_____

Year in School:

( ) Fr. ( ) Jr. ( ) Grad.
( ) Soph. ( ) Sr. ( ) Alum

Reasons for scheduling appointment:

( ) Undecided about career ( ) Undecided about major
( ) Needed career information
( ) Resume information ( ) Job Search strategies
( ) Info on CPPC services ( ) Interview Skills
( ) Mock Interview ( ) Info on Grad School
( ) Other _____

Kent State University
The Career Planning and Placement Center
Counseling Session Evaluation

Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
1	2	3	4	5

Please circle appropriate number.

The counselor was caring.
1 2 3 4 5

I felt the service was professional in nature.
1 2 3 4 5

I was given resources and direction.
1 2 3 4 5

I felt good that I came to CPPC.
1 2 3 4 5

I would recommend this service to fellow students.
1 2 3 4 5

Additional Comments (Use back if necessary):

Counselor's Name:

_____

Date of Appointment:

_____

Your Name (optional):

_____

Year in School:

( ) Fr. ( ) Jr. ( ) Grad.
( ) Soph. ( ) Sr. ( ) Alum

Reasons for scheduling appointment:

( ) Undecided about career ( ) Undecided about major
( ) Needed career information
( ) Resume information ( ) Job Search strategies
( ) Info on CPPC services ( ) Interview Skills
( ) Mock Interview ( ) Info on Grad School
( ) Other _____